

Utah Medicaid Provider Manual	Medical Interpretive Services
Division of Health Care Financing	Updated January 2006

Guide to Medical Interpretive Services

- Follow the steps below to obtain medical interpretive services paid by Medicaid for a qualified client.
- Follow the steps in order.
- The box on the left is a "QUICK GUIDE" with keywords.
- The column on the right side of the box is information about each step.
- On the back side of this page is a list of Medical Interpretive Service Contractors and languages covered.
- For more information, refer to the Utah Medicaid Provider Manual, SECTION 1, Chapter 1 - 1, Applying for Medicaid 1; Chapter 2 - 1, Medicaid Services, item 33; Chapter 6 - 12, Medical Interpretive Services.

World Wide Web Address: <http://health.utah.gov/medicaid/pdfs/SECTION1.pdf>

QUICK GUIDE

Medical Interpretive Services for Medicaid, CHIP, PCN, and services authorized on a State Medical Services Reimbursement Agreement Form (MI-706).

Both client and service must qualify for
Medicaid to pay for an interpreter.

- ❶ Client eligible for health care service?
NO - Client NOT ELIGIBLE for free interpreter.
- ❷ Client in managed care plan?
YES - Go to step 3.
NO - Go to step 4.
- ❸ Service covered by managed care plan?
YES - ☎ Call plan for interpreter.
NO - Plans do not cover pharmacy, dental and chiropractic services. Go to step 4.
- ❹ Health care service covered by fee-for-service medical program for which the client is eligible?
NO - Client NOT ELIGIBLE for free interpreter.
YES - ☎ Call medical contractor for interpreter.
- ❺ Give required information to contractor.

Reference: Utah Medicaid Provider Manual
SECTION 1, Chapter 6 - 12, Medical Interpretive Services

❶ Client eligible for health care service?

Verify that the patient is eligible for a federal or state medical assistance program. Programs include Medicaid, CHIP, PCN, and services authorized on a State Medical Services Reimbursement Agreement Form (MI-706). If not eligible, the client is NOT ELIGIBLE for a free interpreter.

❷ Client in managed care plan?

Verify whether the patient is enrolled in an HMO and/or a mental health plan.

YES - When client is enrolled in a plan, go to step 3.

NO - When client is not enrolled in a plan, go to step 4.
The client is fee-for-service.

❸ Service covered by managed care plan?

YES - A managed care plan must also cover interpretive services. Call the plan for interpreter.

NO - Medicaid's managed care plans do not cover pharmacy, dental or chiropractic services. These are fee-for service. Go to step 4.

❹ Service covered by fee-for-service medical program for which the client is eligible?

NO - When the service is NOT covered, the client does not qualify for a free interpreter.

YES - When the service is covered, an interpreter is also covered. This includes pharmacy, dental and chiropractic services for clients in a managed care plan.

❺ When both the client and the service qualify, call one of the contractors listed on page 2. Give the required information below.

1. Client's first and last name spelled exactly as on the Medicaid Identification Card.
2. Client date of birth: six digits only (mm/dd/yy)
3. Client's Medicaid number
4. Your twelve-digit Medicaid Provider Number
5. The Medicaid contractor number (listed on page 2).
6. Language requested.
7. Time and date an interpreter is needed, whether in-person or telephone.

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Medical Interpretive Service Contractors Contractor Numbers and Languages

Catholic Community Services of Utah

(801) 977-9119 (On Site Refugee Program Only)
Hours: Monday through Friday, 9:00 a.m. - 5:00 p.m.

- Contractor number **06 - 6175**
- Languages: Albanian, Arabic, Armenian, Bosnian, French, Italian, Nuir, Persian, Russian, Somali, Spanish, Vietnamese. Call for specific language needed.

International Rescue Committee

(801) 328-1091 (On Site Refugee Program Only)
Hours: Monday through Friday, 9:00 a.m. - 5:00 p.m.

- Contractor number **06- 6124**
- Languages: Acholi, Albanian, Arabic, Bari, Dinka, Kakwa, Madi, Nuir, Russian, Serbo-Croatian (Bosnian/Serbian), Spanish, Swahili. Call for specific language needed.

Asian Association

(801) 412-0577 (On Site Refugee Program Only)
Hours: Monday through Friday, 9:00 a.m. - 5:00 p.m.

- Contractor number **06 - 6121**
- Languages: Laotian, Macedonian, Turkish, Urduk, Kran, Bosnian, Persian, Banlanda, Farsi. Call for specific language needed.

Pentskiff Interpreting Services

(801) 484-4089 (Telephonic & On Site)
Toll-free: 1-888-898-7129
Hours: 24 hours a day, 7 days a week, 365 days a year

- Contractor number **06 - 6149**
- Languages: Armenian, Belorussian, Bosnian, Chinese, French, German, Japanese, Russian, Spanish, Ukranian, Vietnamese. Call for specific language needed.

Linguistica International

(801) 262-4550 (Telephonic & On Site)
Hours: 24 hours a day, 7 days a week, 365 days a year

- Contractor number **06- 6119**
- Languages
 - By telephone or onsite , 92+ languages. See complete list at www.linguisticainternational.com
 - Sign Language Interpreters also available.

Propio Language Services

(888) 804-2044 (Telephonic Only)
Hours: 24 hours a day, 7 days a week, 365 days a year

- Client number **1665** (Contractor number **06 - 6116**)
- Languages : 150+ languages. Most all languages provided. Call for specific language needed.

Institute for Cultural Competency

(800) 654-6231 (Telephonic Only)
Hours: 24 hours a day, 7 days a week, 365 days a year

- Contractor number **06 - 6118**
- Languages : 150+ languages. Most all languages provided. Call for specific language needed.